



**JOB TITLE:** Tenancy Ready Worker

**DEPARTMENT:** Strategic Housing

**POST NUMBER:** 1961

**GRADE:** 4

**ACCOUNTABLE TO:** Senior Allocations Officer

**LOCATION:** City Offices and the District of Winchester, as required

**POST OBJECTIVE**

Reporting to the Senior Allocations Officer, the Tenancy Ready Worker will support individual customers to become ready to manage their own tenancies independently in preparation for an allocation to a social housing tenancy or other forms of accommodation through accommodation pathways appropriate to their needs. This role will also focus on supporting applicants to the Hampshire Home Choice Housing Register who may have vulnerabilities or complex needs that may restrict them from being capable to navigate this process and achieve successful accommodation outcomes without this additional support.

**SPECIFIC TASKS:**

1. Provide support to identified customers from the Strategic Housing service to prepare them to move to an independent tenancy.
2. Develop a tenancy ready programme in which applicants can learn and evidence the skills and knowledge required to maintain a tenancy independently.
3. Deliver this program to those identified as requiring this support on a one-to-one basis with a tailored approach to their individual needs and requirements.
4. Working closely within the Allocations Team to help these customers to understand the processes of the Hampshire Home Choice Housing Register, criteria and bidding system.
5. To ensure that these customers are assisted with the allocation process working in partnership with our partner landlords, helping customers to navigate the process of pre-tenancy assessment, viewing and tenancy commencement to help to ensure a positive and successful start to their tenancy.
6. To ensure that these customers are assisted with any pre-tenancy processes as required by any landlord.

7. To ensure applicants who are identified as requiring this additional support are offered and signposted to the necessary internal and external housing/support professionals to ensure any additional needs they may have are met.
8. Work in partnership with external support agencies, supported housing providers and temporary accommodation teams to ensure a collaborative approach in achieving successful moves to suitable accommodation for shared customers.
9. Work closely with Housing Options Officers in identifying types of available properties at varying rent levels that can be considered suitable in meeting the needs of individual applicants with regard to their financial circumstances.
10. Identify areas within the Winchester District where individuals may be less able to access necessary support owing to their vulnerabilities and/or complex needs to ensure equality in the offers available to individuals across the District.
11. Develop and maintain working relationships with other external agencies performing a similar key role of support working across the Winchester District to help individuals to receive the support they require.
12. Record relevant performance statistics as requested for performance monitoring purposes.
13. Work remotely and support customers in their homes and at appointments that are relevant to their housing situation.
14. Attend statutory and voluntary partnership group meetings to share good practice and discuss local challenges. Working with these services to deliver a partnership approach to the customer group.
15. To attend training and development sessions to keep updated on relevant issues.
16. To remain abreast and attend training for all key benefits changes in order to deliver and communicate these changes to the wider Housing Options Team.
18. To maintain an awareness of corporate and departmental equalities and health & safety policies and procedures and apply them to the day-to-day job requirements.

The above does not provide a comprehensive list of the duties of the post holder. In the changing environment of homelessness and housing register services, the post holder will be expected to adapt and respond to any relevant changes affecting the delivery of services. The post holder will also be expected to undertake any other duties within the level of responsibility of the post as specified by the Service Lead for Strategic Housing.

## **Health and Safety**

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

## **Equality**

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour,

nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

## **Safeguarding**

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Signed.....

Dated.....



## PERSON SPECIFICATION

**JOB TITLE:**  
**Tenancy Ready  
Worker**

**POST NUMBER: 1961**

**DATE:14/05/2025**

Requirements		Weighting	Assessment Method
Skills	Able to engage and build rapport with individuals with complex needs who are more difficult to engage	3	A/I
	Ability to plan, prioritise and work under own initiative	3	A/I
	Excellent organisational skills	2	A/I
	Ability to work collaboratively with a range of stakeholders	2	A/I
	Excellent interpersonal, communication, active listening skills	3	A/I
	Ability to respond proactively to changes in the internal and external environment	3	A/I
	Persistence and determination in dealing with challenges and working with a solution focus	2	A/I
	Knowledge of case management systems, Microsoft outlook, word and excel	3	A/I
Experience	Experience of working in housing or related field	2	A/I
	Understanding of benefits system	2	A/I
	Experience of working within confidentiality and safeguarding frameworks	2	A/I

Personal Qualities	<p>Able to demonstrate empathy and to understand the importance of empowering individuals</p> <p>Professional and values led with integrity, inclusivity, and respect for diversity</p> <p>An ability to work in uncertainty and maintain a positive approach.</p>	<p>3</p> <p>2</p> <p>2</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
Specific Job Requirements	<p>Full driving licence</p> <p>Use of own car</p>	<p>3</p> <p>3</p>	<p>A/I</p> <p>A/I</p>
Qualifications	<p>GCSE 5 grades A-C</p> <p>CIH Qualification</p>	<p>2</p>	<p>A/I</p>

#### Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

#### Assessment

Application Form  
References

A  
R

Interview  
Presentation

I  
P

Tests  
Evidence of Qualifications

T  
Q

